

Subarunet Announcement



TO: All Subaru Retailer Parts Departments
FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.

DATE: January 2, 2019

SUBJECT: VERY IMPORTANT WTW-82 COMBINATION METER UPDATE PROGRAM INFORMATION AND PACKAGING INSTRUCTIONS

IMMEDIATE ACTION REQUESTED: Unfortunately, combination meters continue to be received by SOA for WTW-82 reprogramming with the following conditions:

- No warranty parts tag included with the combination meter
- Incomplete, missing, illegible, incorrect VIN and / or Retailer Code information supplied on Warranty Parts Tags

WHEN THESE CONDITIONS OCCUR, SOA CANNOT IDENTIFY WHAT VEHICLE (VIN) OR WHAT RETAILER THESE COMBINATION METERS CAME FROM.

In addition, SOA is receiving an increasing amount of combination meters which have:

- been poorly or improperly packaged for shipment resulting in
- shipping damage (broken mounting tabs, etc.).

If you have shipped any combination meters to SOA for this program previously and did not secure the required COMPLETED Warranty Parts Tag as shown below, please contact us IMMEDIATELY at: 1-765-637-4242 (Special Project Hotline).

This phone line is monitored from 7:30am to 5:00pm EST on normal business days. Calls received outside of these hours go to voicemail and will be returned on the following business day.

IMPORTANT REMINDER:

Please be sure the steps shown below are completed. This will avoid needless delays in combination meter processing. Warranty Parts Tags are included in each packaging kit and should be readily available at every Retailer for use with all warranty parts.

- Attach the completed Warranty Parts Tag to the combination meter.

NOTE: See the photo below for the location to attach the tag. **CAUTION:** Never cover the combination meter's wiring harness connection with the Warranty Parts Tag. Take the removed combination meter to the Parts Department for shipping after **CAREFULLY** following the packaging instructions supplied below.



- **CAREFULLY** follow the procedures supplied below and use the supplied photos as reference when packaging the removed combination meter for shipment to Subaru.
 - Seal the bottom of the meter shipping box shut with packing tape.
 - Center the meter face up along the front edge of the bubble wrap sheet.



- **CAREFULLY** “roll” the meter up in the bubble wrap then fold the excess on the left side underneath the meter and the excess on the right side over the top as shown.



- Place the wrapped meter into the shipping box, **flat (meter top / black) side down**. The meter is actually boxed upside-down with the two (2) **white mounting tabs facing up**.



- Seal the top of the box shut with packing tape and apply the supplied UPS shipping label.

IMPORTANT: Make sure the bar code on the shipping label does is covered by packing tape.